

ANNUAL WIC VENDOR TRAINING

FEDERAL FISCAL YEAR 2019

Purpose of our program

To serve nutritionally at-risk women, infants, and children up to age 5.

To show participants that good nutrition leads to better health.

To provide nutrition education and specific supplemental foods for good health and nutrition during critical times of growth and development.

To provide referrals for health care and other services

Incentive Items Policy

A vendor must not offer, or intend to offer, incentive items solely to WIC customers. You must offer WIC customers the same courtesies that are offered to non-WIC customers.

Program requirement changes in the last 3 years

- Implemented online portal for applications
- Vendors must maintain an active email account that is capable of receiving program information
- Revisions to WIC Vendor Agreement in January 2019
- New vendors must pay for their own equipment (if not needed for participant access)
- All brands of infant cereal and jarred baby food is allowed.
- Allowed 12-ounce cereal and added Baby Food Fruit & Vegetable Mixtures
- Standard Formula switch from Enfamil to Similac
- Roll-out of eWIC benefits, new Food Guide implemented for eWIC, deli cheese no longer allowed, eliminated enforcing least expensive brand policy
- All Special Formulas are now obtained at pharmacies

Approved Supplemental Foods

The CT WIC program provides authorized foods to participants via a retail food delivery system using grocery stores and pharmacies. Authorized supplemental foods mean those foods authorized by the State for issuance to a particular participant. All approved foods are in our Approved Product Listing (APL) and downloaded to your cash register system or POS stand beside device every night.

WIC food benefits are very specific to what participants may buy.

The following items are brand specific:

Infant Formula
Cold cereal
Juice
Whole Grain/Whole Wheat Bread/Brown Rice/Pasta/Tortillas
Soy Milk
Yogurt

The following items are Non-brand specific and any brand may be purchased:

Milk
Eggs
Cheese
Peanut butter
Fruits & Vegetables
Beans
Canned Fish
Tofu
Baby Food & Infant Cereal

See our WIC Approved Food Guide for specific products types and brand names allowed.

Infant Formula Purchase Requirement

To ensure product integrity authorized vendors MUST purchase infant formula ONLY from the WIC Program's list of wholesalers, distributors, retailers and manufacturers. The list is included in this packet.

The list can also be found on our website <https://portal.ct.gov/DPH/WIC/Retailers>.

The purchase of WIC approved infant formula from a non-approved source will result in termination of your WIC Vendor Agreement.

Minimum Inventory Requirement

*For food stores, all food items below are required to be carried in all currently authorized food stores.
For pharmacies, only infant formula is required to be carried in all currently authorized pharmacies.*

At all times, authorized vendors must maintain each of the following WIC approved foods in the quantities stated with future expiration dates on the shelves or store premises.

To ensure constant availability of WIC approved foods to WIC customers, a vendor may have to stock these food items in larger quantities than is required.

FOOD ITEM	CONTAINER SIZE	MINIMUM QUANTITIES AND REQUIRED NUMBER OF KIND/TYPE/VARIETIES
Milk-1%/Low-fat/Light, or Skim/ Fat Free/Nonfat	Gallons and/or Half gallons	6 Gallons-Any combination of gallons and/or half gallons (12 half gallons=6 gallons)
Milk-Whole	Gallons and/or Half gallons	3 Gallons-Any combination of gallons and/or half gallons (6 half gallons = 3 gallons)
Evaporated Milk	12 oz. cans	12 cans
Cheese	8 or 16 oz., packages	4 pounds-2 varieties and 2 pounds of each
Eggs Large White <u>or</u> Brown	1 dozen carton	4 dozen
Fluid Juice-Plastic Bottles	64 oz. plastic bottles	3 varieties 12 bottles
Fruits-Fresh, Frozen, Canned	Pounds, pieces, cans, bags, boxes	\$25 worth fresh, frozen or canned 2 different kinds must be fresh fruits
Vegetables Fresh, Frozen, Canned	Pounds, pieces, cans, bags, boxes	\$25 worth fresh, frozen or canned 2 different kinds must be fresh vegetables
Bread Whole Wheat/Whole Grain Tortillas Whole Wheat/Soft Corn Brown Rice/Whole Wheat Pasta	1 pound (lb.) loaves or packages 14-16 oz./1 lb. packages of rice only	6 packages
Legumes–Dry/Beans, Peas, Lentils	1 pound (lb.) bags	2 varieties 4 bags of dry beans, peas or lentils
Legumes-Canned Beans/Peas	15-16 oz. cans	8 cans of beans or peas (black eye, chick, pigeon)
Canned Fish–Chunk Light Tuna, Salmon or Sardines	3.75 oz. sardines, 5 oz. tuna, 6-15 oz. salmon	6 cans
Cold Cereal	12 oz. or larger bags, boxes	3 varieties of cold cereal and 3 boxes of each variety. 1 variety must be whole grain
Peanut Butter	16-18 oz. jars	3 jars
Baby Food–Fruits	4 or 8 oz. jars or packages Any Brand	2 varieties 36 jars or packages
Baby Food–Vegetables	4 or 8 oz. jars or packages Any Brand	2 varieties 36 jars or packages
Infant Cereal (Plain)	8 oz. containers or boxes	2 varieties 3 containers or boxes of each variety
Infant Formula	13 oz. metal cans of concentrate <u>AND/OR</u> 12.4 oz. cans of powder	24 units of Similac Advance, in any combination of 13 oz. concentrate or 12.4 oz. cans of powder

Transacting and Redeeming WIC Benefits

POS Stand-Beside Equipment

WIC customers must separate their WIC purchase from non-WIC purchases. Non-WIC purchases are a separate transaction.

Process:

- WIC customer swipes their card and enters their PIN (After 3 failed attempts to enter the PIN, the account will automatically lock until midnight. The cardholder can call the number on the back of the card to reset the PIN)
- Cashier scans UPC number on the exact item being purchased*
- Cashier enters the price of each item in Stand-Beside terminal if needed
- Cashier presses “Total” after the last WIC item is scanned
- The WIC foods will be deducted from the family’s benefit balance
- A receipt will print the transaction including the remaining balance
- The cashier MUST give the receipt to the participant
- Vendor is paid for purchases within 48 hours of a sale

*Please note: Fresh fruits and vegetables require additional steps because they do not have a UPC (See next page).

Integrated Cash Register System

Customers do not have to separate their WIC food items from non-WIC purchases. This is called a mixed basket transaction. WIC foods are automatically identified when they are scanned.

Process:

- Cashier scans all items. The order in which items are scanned is the order in which they are deducted from the participant’s benefits.
- The participant swipes the WIC card before any other form of payment
- Participant enters PIN number
- Cashier asks participant to review and confirm the mid-point verification of WIC items that will come off of the card
- Cashier will collect additional payments for the purchase (if any) Example: Fruit and Vegetable overage or to pay for non-WIC items.
- Receipt will print the participant’s remaining balance
- Cashier MUST give the receipt to the participant
- Vendor is paid for purchases within 48 hours of a sale

Please note: All in-store product lookup (PLU) codes for fresh fruits and vegetables must be mapped by the corporate office to “4469”.

Vendor Sanction System

When you became an authorized WIC vendor, you accepted and signed a WIC Vendor Agreement which defines your responsibilities to WIC shoppers and the WIC Program. Occasionally, through monitoring or compliance investigations, violations are found that may place your store in conflict with state or federal policy.

The intent to commit a violation versus inadvertent human error is not a distinction that the WIC Program must establish in order to impose sanctions.

Sanctions are imposed in order to protect the integrity and the nutritional goals of the program.

See Appendix E in your WIC Vendor Agreement for a listing of the Federal Mandatory and State Established Violations and Sanctions.

Monetary Claims

The Connecticut WIC Program may make monetary claims against vendors that have committed certain types of redemption abuse, in addition to any other sanctions applied against such vendors. Those include but are not limited to:

- Inventory audits when a vendor cannot support all of its redemptions
- Any overcharges or errors made on a WIC transaction discovered during undercover compliance buys
- Transaction audits when a review of a vendor's redemptions is performed to determine if the vendor has overcharged the WIC Program.

The WIC Program may non-select a vendor for failure to pay a monetary claim within the required period of time.

Complaint process

Vendors may file a complaint against WIC customers who abuse Program rules. Contact the State WIC Office with the last four digits of the card #. Example: Trying to exchange or purchase non-WIC items, is rude or has disruptive behavior.

Notify the State WIC Office if the customer does not know what food to buy and/or indicates that they do not know how to use the WIC card. Additional training may be needed.

Vendors may file a complaint against other vendors who suspect that WIC program rules are not being followed. Example: Vendor is giving non-food items or unapproved items

Contact the State WIC Food Resource and Vendor Management (FRVM) unit:

Email: ctwic@ct.gov

Phone: 860-509-8084 or 800-741-2142 (in Connecticut only)

Mail: Department of Public Health, WIC Program

410 Capitol Avenue, MS #11WIC, Hartford, CT 06106

After review with your staff, initial and date below and keep in your Vendor Folder. Do not send back to WIC.

Owner/Manager _____ Asst. Manager _____ Cashier/Store Employee _____

USDA Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov

This institution is an equal opportunity provider.